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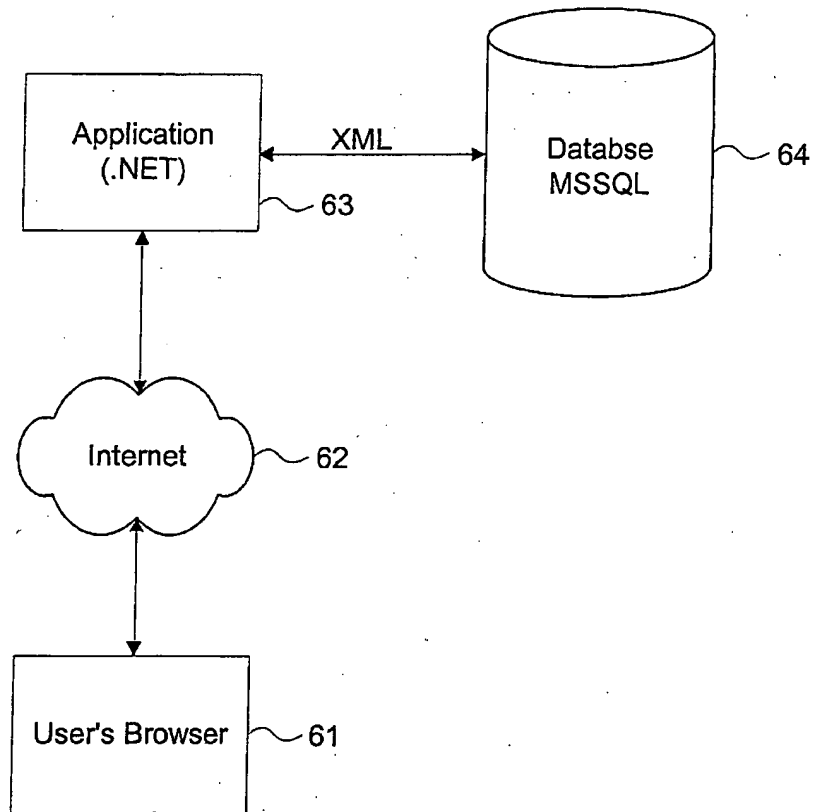
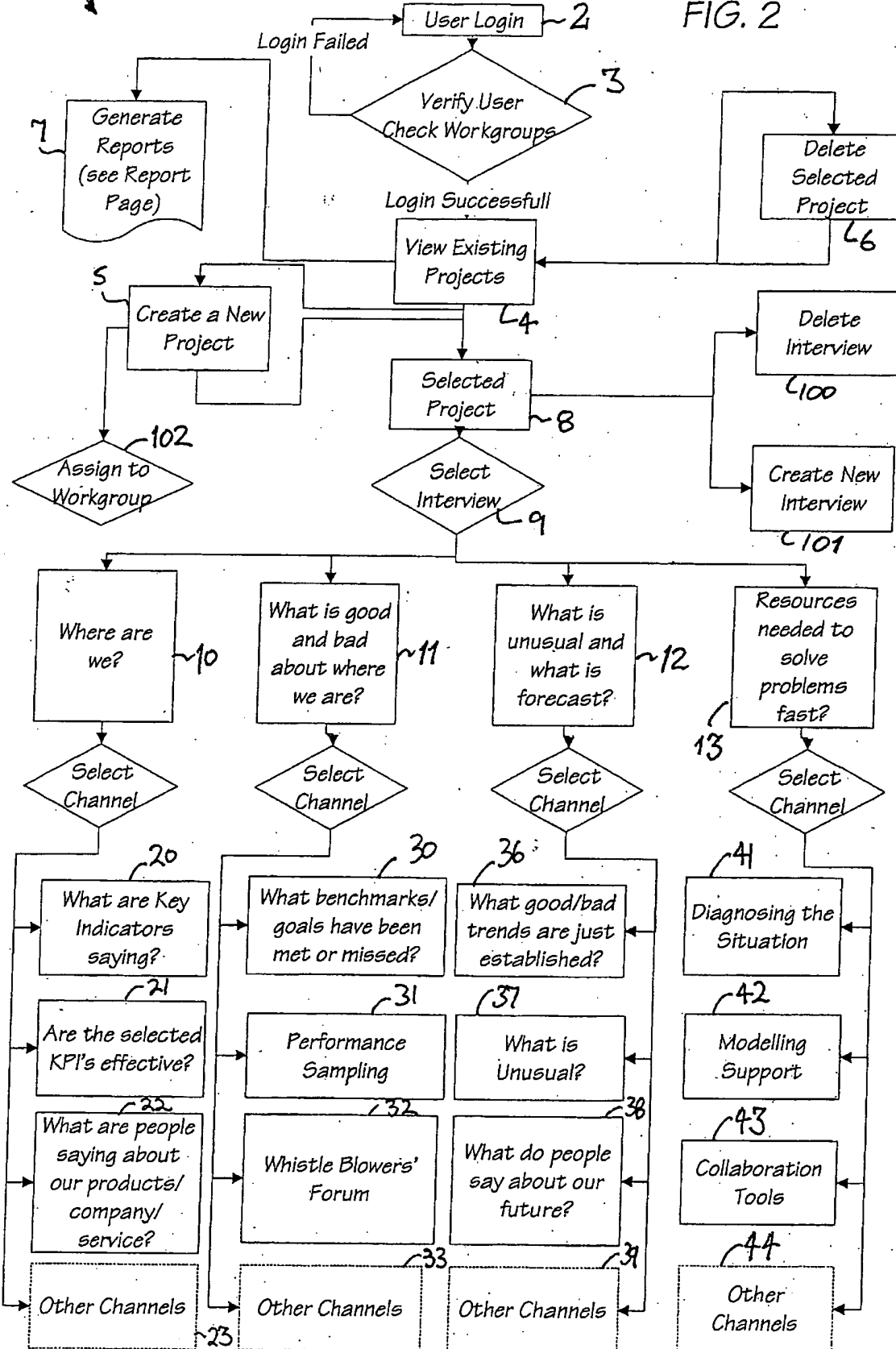


Fig 1

FIG. 2



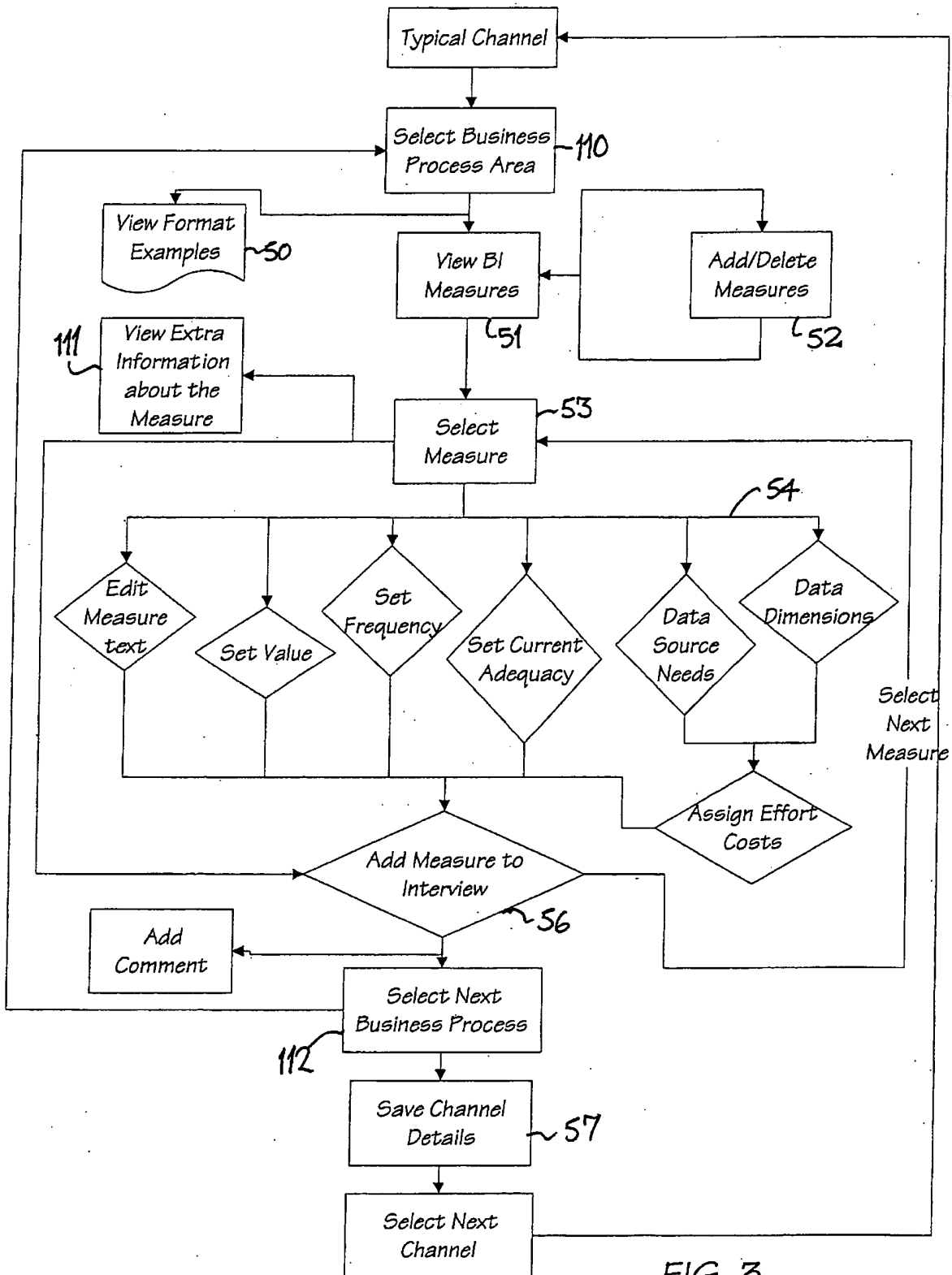


FIG. 3

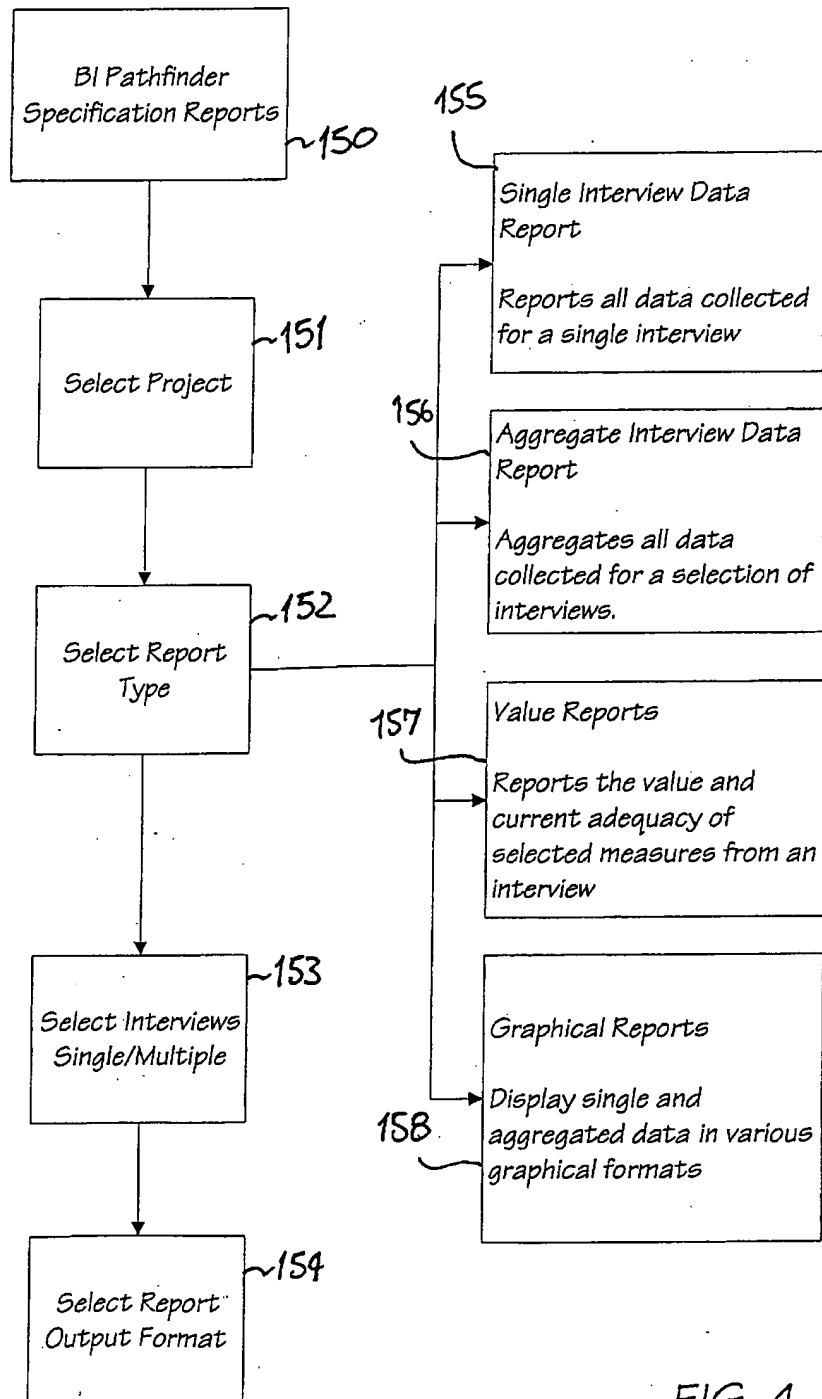
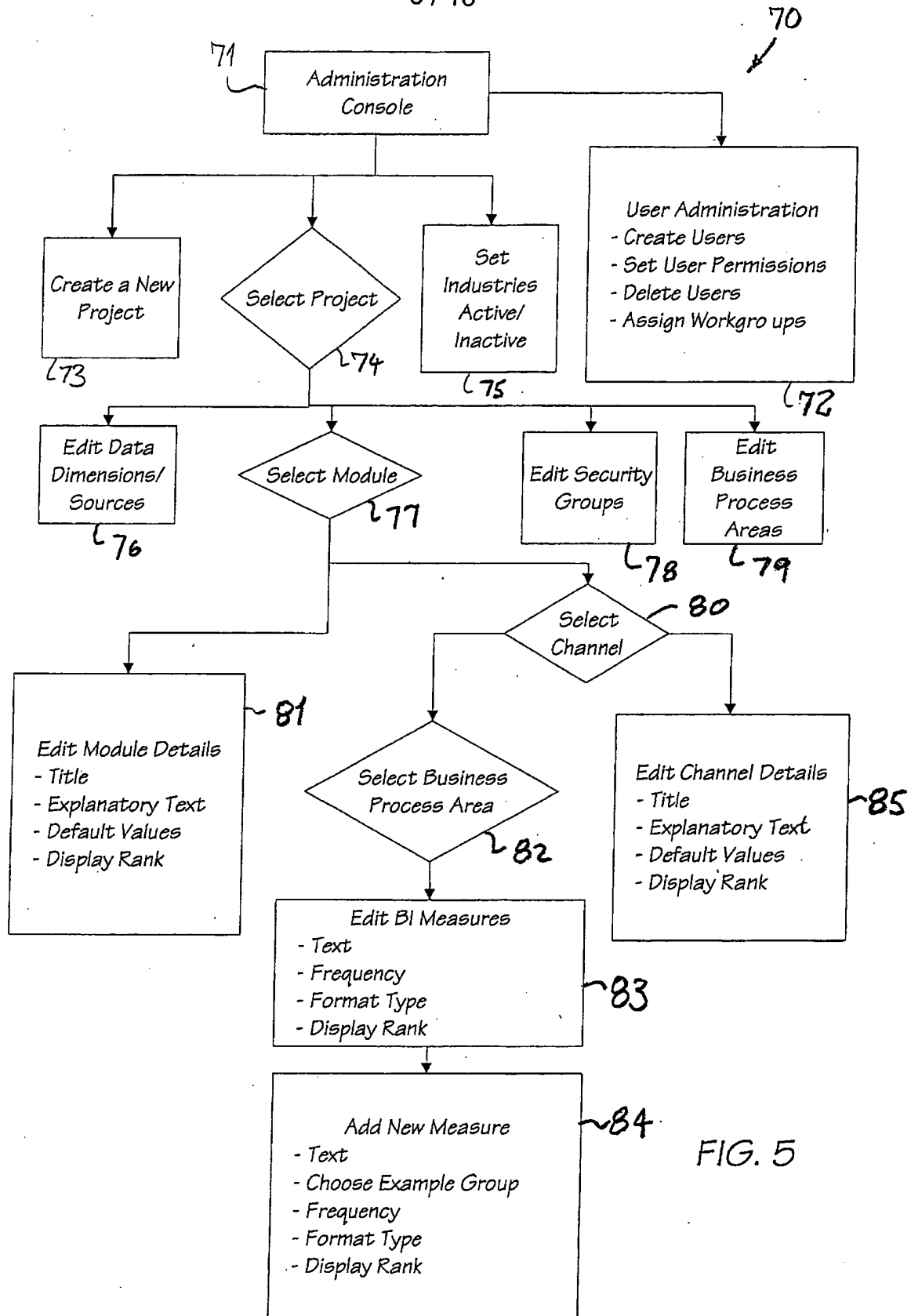


FIG. 4



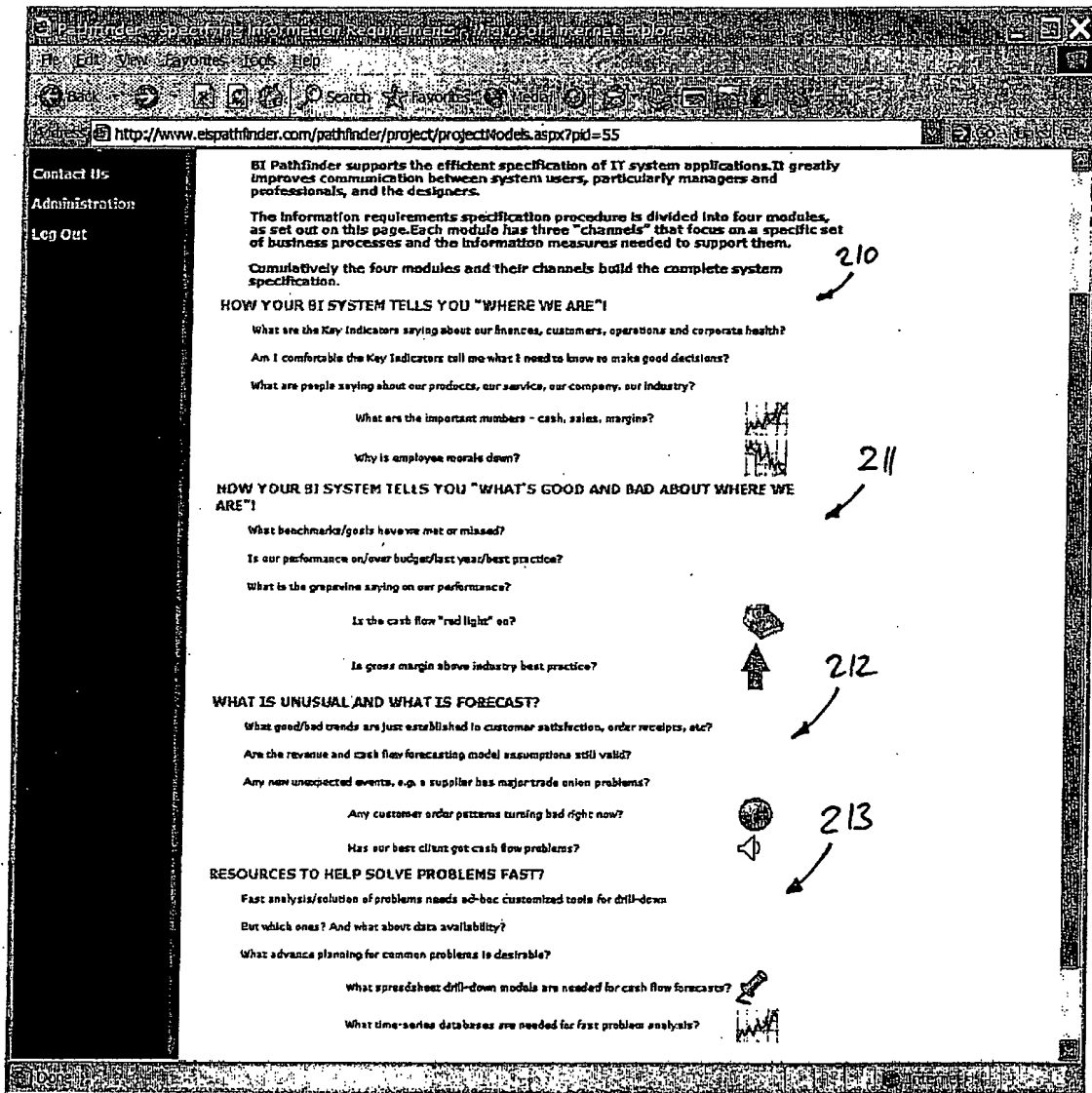


FIG. 6

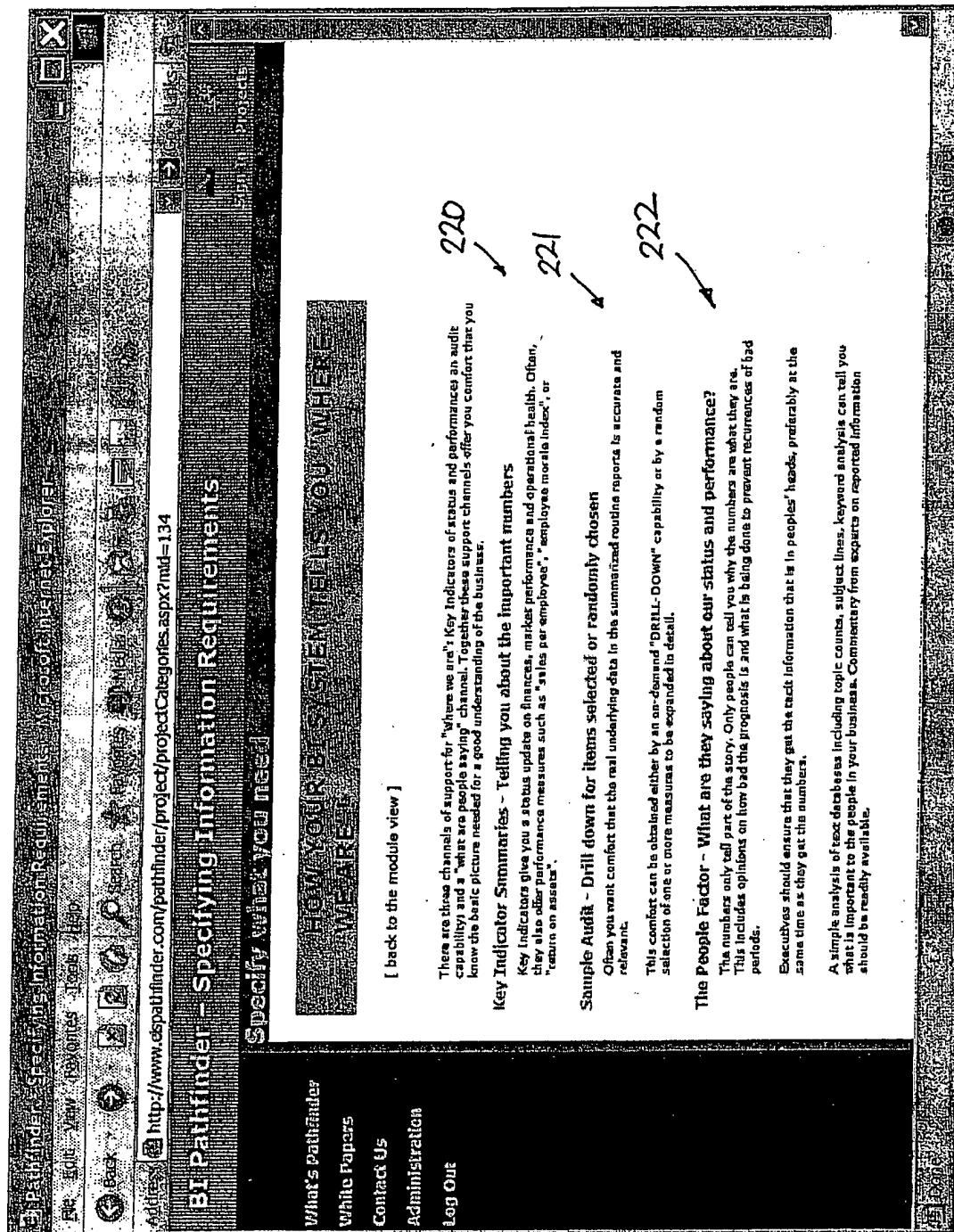


FIG. 7

Pathfinder: Specifying Information Requirements - Project Information Explorer

File Edit View Favorites Tools Help

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http://www.espathfinder.com/pathfinder/project/projectExample.aspx?odi=292

Management and Infrastructure

Add	Measure	Value	Adequacy	Edit	Details
<input checked="" type="checkbox"/>	Service level statistics for TAFE - cost, enrolments, graduates, service	Useful	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Costs	High Value	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Revenues from fees, courses, materials	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Enrolments - total, by region, by trade	High Value	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Graduations - total, by region, by trade	High Value	Poor	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Staff morale	Important	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	IR disputes	High Value	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Legal disputes outstanding	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Staff investigations outstanding	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Number of incoming and outgoing Ministerial correspondence	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Number of incoming and outgoing Government correspondence	Important	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Service level statistics for Government correspondence	Important	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Average turnaround for Ministerial correspondence	Significant	Poor	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Cost of property construction and maintenance	Useful	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Service level statistics for property management	High Value	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
Procurement					
Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Cost of teaching materials	High Value	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Inventory of teaching materials	Significant	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>

FIG. 8

Internet Explorer - http://www.espatfinder.com/pathfinder/project/projectExample.aspx?cd=293

File Edit View Favorites Tools Help

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Address: http://www.espatfinder.com/pathfinder/project/projectExample.aspx?cd=293

Technology Development and Service

Add	Measure	Value	Adequacy	Edit	Details
<input checked="" type="checkbox"/>	IT system availability for one service area	Important	Poor	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
Human Resources and Corporate Health					
Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Specifics for three student complaints selected at random	Important	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	Employee overtime payments total and for three locations/sections selected at random	High Value	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	History of employee terminations at one randomly selected location	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input type="checkbox"/>	Sick leave days and cost for worst three locations	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
Inbound Logistics					
Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Student drop-out rates - for the worst region and trade	High Value	Satisfactory	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
Operations					
Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Teaching hours for the three highest students/staff ratio trades	Important	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
<input checked="" type="checkbox"/>	The three worst fulltime/casual teacher ratio trades and regions	Important	Not Implemented	<input type="button" value="Edit"/>	<input type="button" value="Details"/>
Service					
Add	Measure	Value	Adequacy		
<input type="checkbox"/>	Number of complaints for the three highest regions and trades	High Value	Good	<input type="button" value="Edit"/>	<input type="button" value="Details"/>

You may add your own Measure

Select the desired group

Management and Infrastructure

Internet

FIG. 9

Back · Forward · Home · Stop · Reload · Print · View Source · View Images · View Media · View Flash · View Java · View Script · View Stylesheet · View Cookies · View Cache · View History · View Favorites · View Recent · View All · View Details · View Help

Address: http://www.espatfinder.com/pathfinder/projectExample.aspx?cd=294

Select which Measures you would like to include in this example

Management and Infrastructure

Add Measure

☒ Commentary on numeric and service level reports from responsible executives

☒ News items relating to service level performance of the TAFE

☒ Talk-back and other commentary on TAFE or education generally

☒ Ministerial comments or press releases on TAFE or education generally

☒ Counts of "hot-topics" in staff or student online databases

☒ News items about government regulation of the industry

☒ Randomly selected items from telemarketing or call report databases

☒ Summaries of employee complaint items in company web newsgroups

☒ Summaries of exit interviews with terminating employees

Technology Development and Service

Add Measure

☒ Complaints about the operation or service of IT in online databases

Human Resources and Corporate Health

Add Measure

☒ Staff morale issues in online databases - summaries or specific text

☒ Staff complaints - summaries or specific text

Inbound Logistics

Add Measure

☒ Comments on enrolment performance from news and online databases

Value	Adequacy
Important	Satisfactory
Important	Poor
Significant	Satisfactory
High Value	Good
High Value	Good
High Value	Good
Important	Poor
High Value	Good
High Value	Good
Value <td>Adequacy</td>	Adequacy
Important	Satisfactory
Value <td>Adequacy</td>	Adequacy
Important	Poor
Important	Not Implemented
Value <td>Adequacy</td>	Adequacy
High Value	Good

FIG. 10

Pathfinder - Project Information Requirements - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://www.espathfinder.com/pathfinder/project/projectExample.aspx?dd=295

Select which Measures you would like to include in this example

Management and Infrastructure

Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Service Level comparison with budget and previous period	Important	Not Implemented	Edit	Details
<input checked="" type="checkbox"/>	Enrolments comparison with budget and previous periods - total, region and trade	Important	Not Implemented	Edit	Details
<input checked="" type="checkbox"/>	Costs comparison with budget and previous period	High Value	Good	Edit	Details
<input checked="" type="checkbox"/>	Property management performance compared with budget and previous period	High Value	Good	Edit	Details
<input checked="" type="checkbox"/>	Staff/student teaching ratios compared with budget and previous period	High Value	Not Implemented	Edit	Details

Procurement

Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Inventory backlogs compared with previous period	Important	Not Implemented	Edit	Details
<input checked="" type="checkbox"/>	Total procurement costs compared with budget and previous period	High Value	Not Implemented	Edit	Details

Technology Development and Service

Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Service level statistics compared with budget and previous period	High Value	Good	Edit	Details
<input checked="" type="checkbox"/>	Availability of services compared with budget and previous period	High Value	Good	Edit	Details

Human Resources and Corporate Health

Add	Measure	Value	Adequacy		
<input checked="" type="checkbox"/>	Recruitment comparison with budget and previous period	High Value	Satisfactory	Edit	Details
<input checked="" type="checkbox"/>	Turnover comparison with plan and previous period	High Value	Good	Edit	Details
<input checked="" type="checkbox"/>	Staff morale comparison with previous period	Useful	Good	Edit	Details
<input checked="" type="checkbox"/>	Sick leave statistics compared with budget and previous period	Important	Satisfactory	Edit	Details
<input checked="" type="checkbox"/>	Student satisfaction comparison with previous period	Significant	Not Implemented	Edit	Details
<input checked="" type="checkbox"/>	Employer satisfaction comparison with previous period	High Value	Good	Edit	Details

FIG. 11

Pathfinder - Pacific's Information Requirements Manager for Internet Explorer

File Edit View Favorites Tools Help

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Address http://www.espathfinder.com/pathfinder/project/projectExample.aspx?dd=296

Management and Infrastructure

Add	Measure	Value	Adequacy	
<input checked="" type="checkbox"/>	If service level performance for a region or trade is more than 20% over or under budget then show: actual Service Levels; Budget; Variance; Staff/student ratio	Significant	Poor	Edit Details
<input checked="" type="checkbox"/>	If enrolment for a region is more than 20% over budget then show: Enrolment; Budget; Variance; Staff/student ratio	Important	Poor	Edit Details
<input checked="" type="checkbox"/>	If enrolment for a trade is more than 20% over budget then show: Enrolment; Budget; Variance; Staff/student ratio	Important	Poor	Edit Details
<input checked="" type="checkbox"/>	If cost for a region or trade is more than 20% over budget then show: Costs; Budget; Variance; Staff/student ratio	High Value	Not Implemented	Edit Details

Human Resources and Corporate Health

Add	Measure	Value	Adequacy	
<input checked="" type="checkbox"/>	If staff turnover exceeds 1% per month for a region or trade then show region or trade, turnover, employee numbers and history for past 2 years	Important	Satisfactory	Edit Details
<input checked="" type="checkbox"/>	If industrial disputes for a region or trade are over budget by more than 10% then show region or trade, dispute numbers, and history for past 2 years	Important	Satisfactory	Edit Details

Operations

Add	Measure	Value	Adequacy	
<input checked="" type="checkbox"/>	If staff/student ratios are over or under budget by more than 10% then show region or trade, ratios, numbers of staff and students and history for past 2 years	High Value	Not Implemented	Edit Details

You may add your own Measure

Select the desired group

Comments

[back to the channel view]

FIG. 12

Pathfinder - Specifying Information Requirements - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search

Address <http://www.espathfinder.com/pathfinder/project/assignDimensions.aspx?msid=4394>

Dimensions

Time	Organisation	Products/Service	Customer/Client
<input checked="" type="checkbox"/> Year	<input checked="" type="checkbox"/> State	<input checked="" type="checkbox"/> Product Line	<input checked="" type="checkbox"/> Region
<input checked="" type="checkbox"/> Quarter	<input checked="" type="checkbox"/> Division	<input checked="" type="checkbox"/> Brand	<input checked="" type="checkbox"/> Customer Type
<input checked="" type="checkbox"/> Month	<input type="checkbox"/> Company	<input checked="" type="checkbox"/> Product	<input checked="" type="checkbox"/> Customer Class
<input checked="" type="checkbox"/> Week		<input checked="" type="checkbox"/> SKU	
<input checked="" type="checkbox"/> Day		<input checked="" type="checkbox"/> Component	

Revenue Costs Staff

☒ Revenue

Choose the Security Level

Data Sources

Time

Availability

Organisation

Availability

Products/Service

Availability

Customer/Client

Availability

Done

FIG. 13

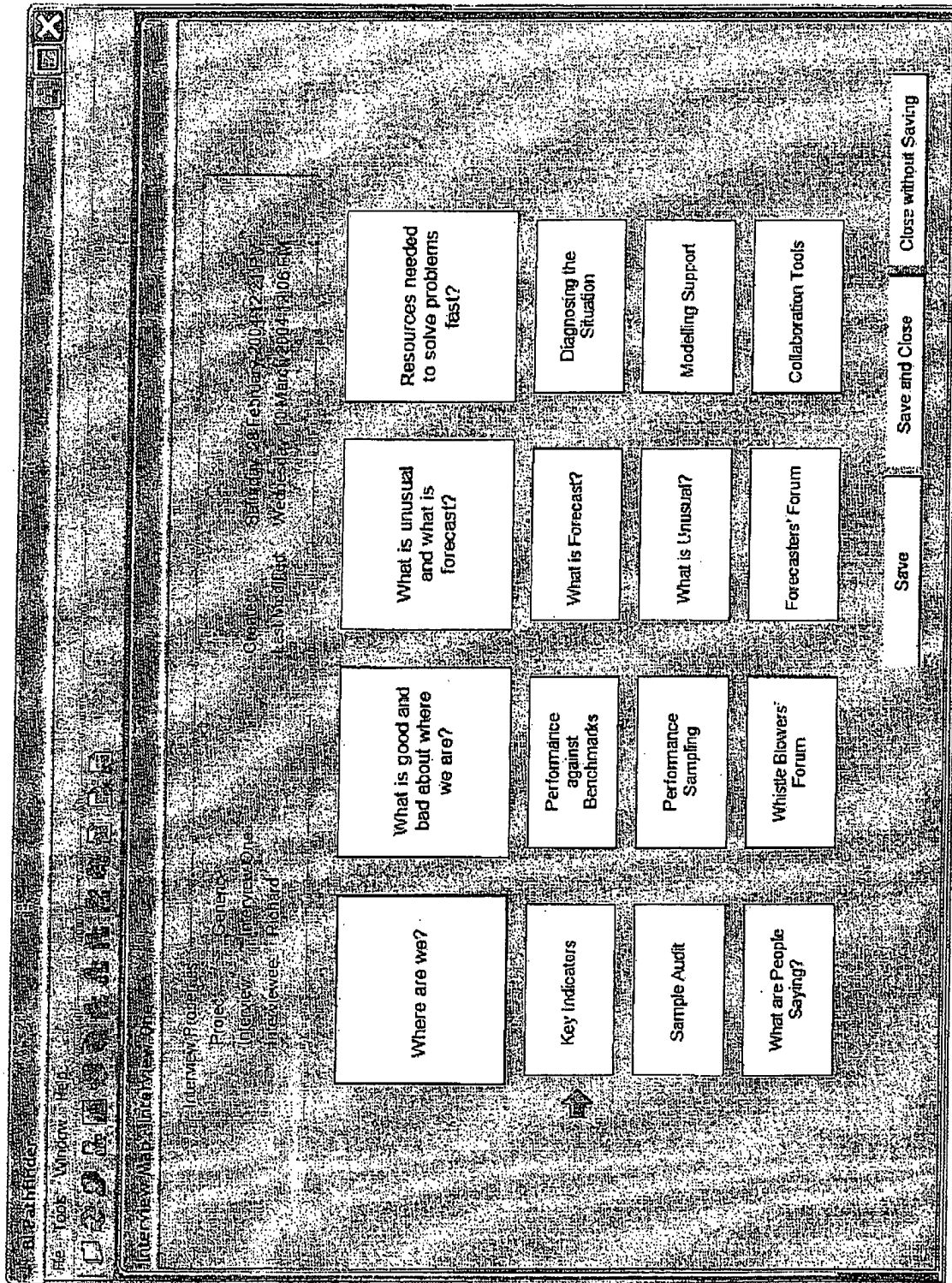


FIG. 14

Module/Channel		Business Process Areas				Security		Channel Status	
Module/Channel		Value	Adequacy	Frequency	Security	Channel Status	Channel Status	Channel Status	
Module 1: Where are we?									Completed
Channel 1: Key Indicators									(1 of 9) Management and Infrastructure
<input checked="" type="checkbox"/>	Cash and/or liquid assets available	<input type="radio"/> Low <input type="radio"/> Average <input type="radio"/> High	<input type="radio"/> N/A <input type="radio"/> Poor <input type="radio"/> Adequate <input type="radio"/> Good	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> On Demand <input type="radio"/> Weekly <input type="radio"/> Half-Yearly <input type="radio"/> Yearly	<input type="radio"/> None <input type="radio"/> Accounts <input type="radio"/> Directors <input type="radio"/> Managers				
<input checked="" type="checkbox"/>	Profitability or surplus for fine period, overall and by major product, project or service segment	<input type="radio"/> Low <input type="radio"/> Average <input type="radio"/> High	<input type="radio"/> N/A <input type="radio"/> Poor <input type="radio"/> Adequate <input type="radio"/> Good	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> On Demand <input type="radio"/> Weekly <input type="radio"/> Half-Yearly <input type="radio"/> Yearly	<input type="radio"/> None <input type="radio"/> Accounts <input type="radio"/> Directors <input type="radio"/> Managers				
<input checked="" type="checkbox"/>	Expenditure on non-operational activities - not on product, service or project provision	<input type="radio"/> Low <input type="radio"/> Average <input type="radio"/> High	<input type="radio"/> N/A <input type="radio"/> Poor <input type="radio"/> Adequate <input type="radio"/> Good	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> On Demand <input type="radio"/> Weekly <input type="radio"/> Half-Yearly <input type="radio"/> Yearly	<input type="radio"/> None <input type="radio"/> Accounts <input type="radio"/> Directors <input type="radio"/> Managers				
<input checked="" type="checkbox"/>	Global Revenue (overall sales, fees, taxes, interest received, commissions, etc.)	<input type="radio"/> Low <input type="radio"/> Average <input type="radio"/> High	<input type="radio"/> N/A <input type="radio"/> Poor <input type="radio"/> Adequate <input type="radio"/> Good	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> On Demand <input type="radio"/> Weekly <input type="radio"/> Half-Yearly <input type="radio"/> Yearly	<input type="radio"/> None <input type="radio"/> Accounts <input type="radio"/> Directors <input type="radio"/> Managers				
<input type="checkbox"/>	Number of delinquent customers	<input type="radio"/> Low <input type="radio"/> Average <input type="radio"/> High	<input type="radio"/> N/A <input type="radio"/> Poor <input type="radio"/> Adequate <input type="radio"/> Good	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> On Demand <input type="radio"/> Weekly <input type="radio"/> Half-Yearly <input type="radio"/> Yearly	<input type="radio"/> None <input type="radio"/> Accounts <input type="radio"/> Directors <input type="radio"/> Managers				
Interview Map		Next Channel		Next BPA		Save and Close		Close without Saving	

FIG. 15

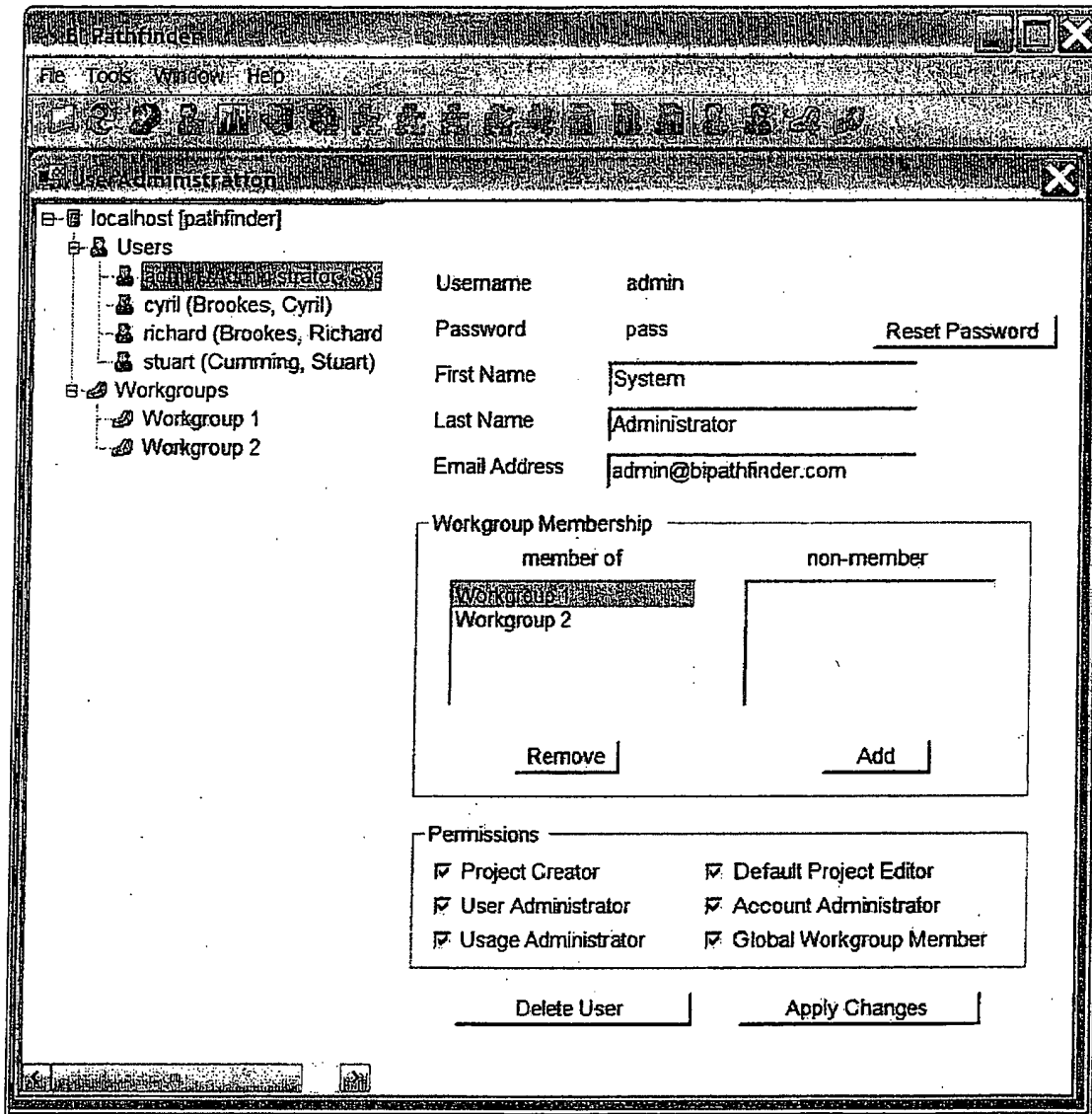


FIG. 16